

15 November  
2024

Edition 33

# Rail User Survey



# Introduction



The Rail User Survey asks a representative sample of people in Great Britain about their experience of travelling by rail in the last seven days.

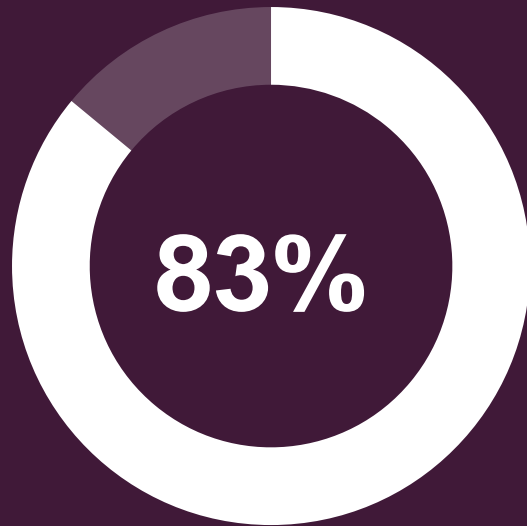
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 300 people.

We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 31.

This survey is also used to produce a report every six months showing satisfaction for each train operating company (where sample size allows).

# Headlines



83 per cent of passengers were satisfied with the train journey overall. This is down by two per cent compared with the previous report.

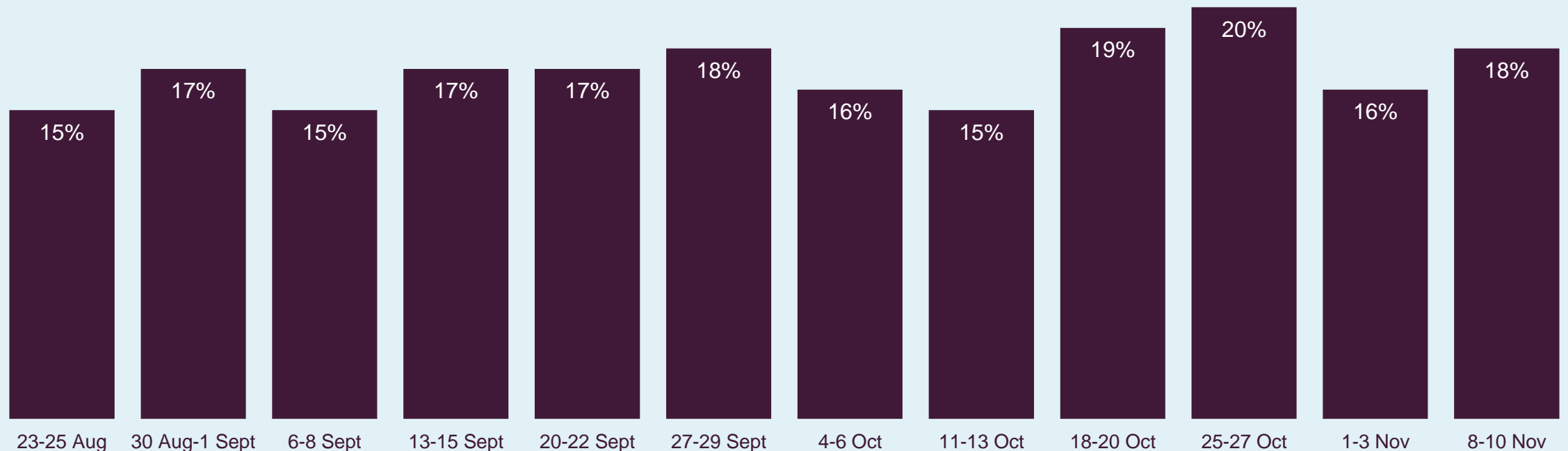


Levels of satisfaction with most measures have fallen compared with the previous report. This includes satisfaction with the level of crowding on the train. A slightly greater proportion have used trains in the last four weeks compared with the previous four.

# Rail usage levels



# Proportion using rail in the last seven days over time

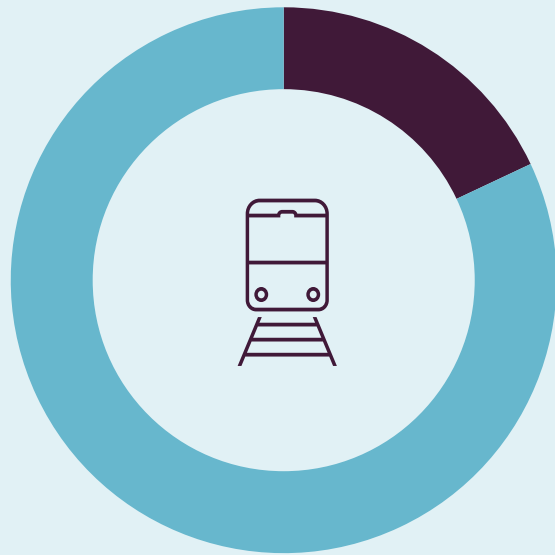


2024

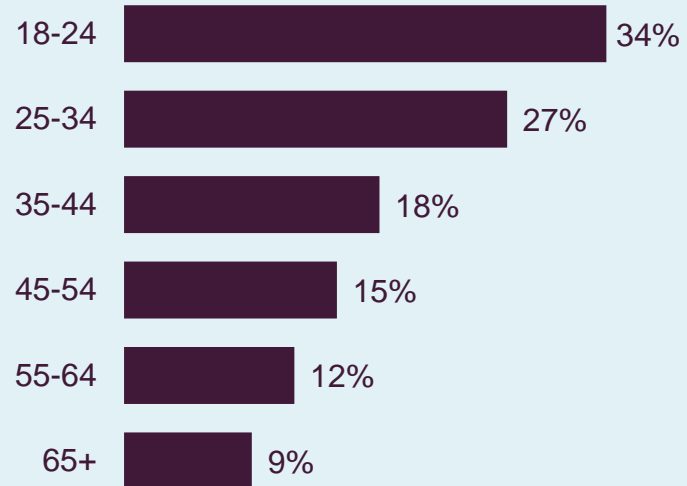
15 November 2024 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

# Proportion using rail in the last seven days

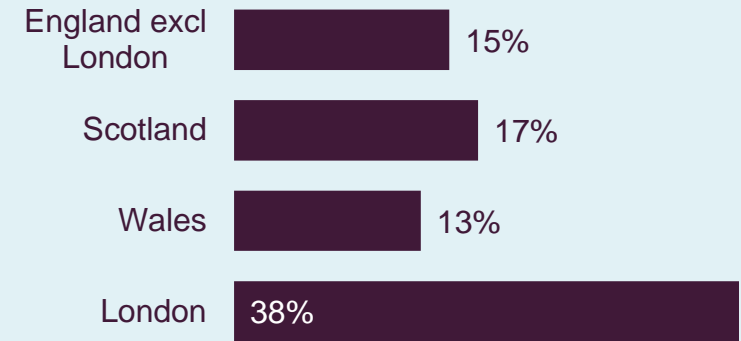
## All Great Britain



## Age



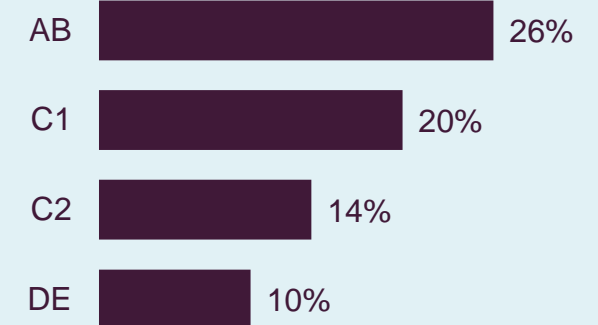
## Region



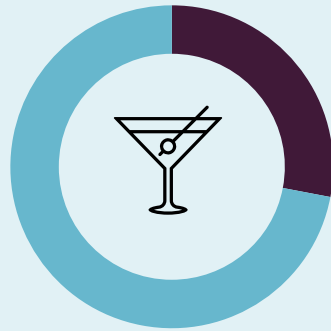
## Gender



## Social grade



# Main purpose of rail journey



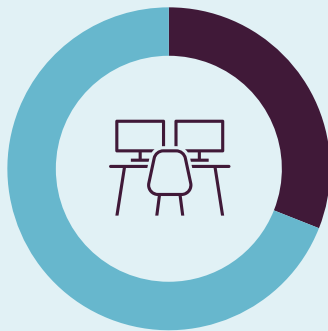
Leisure/eating out/non-essential shopping  
**28%**



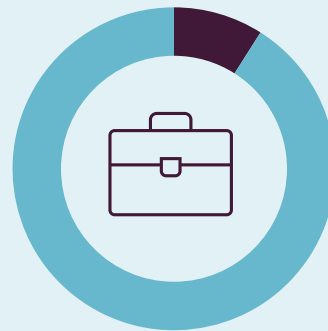
Friends/family  
**21%**



Essential shopping  
**5%**



Commuting  
**31%**

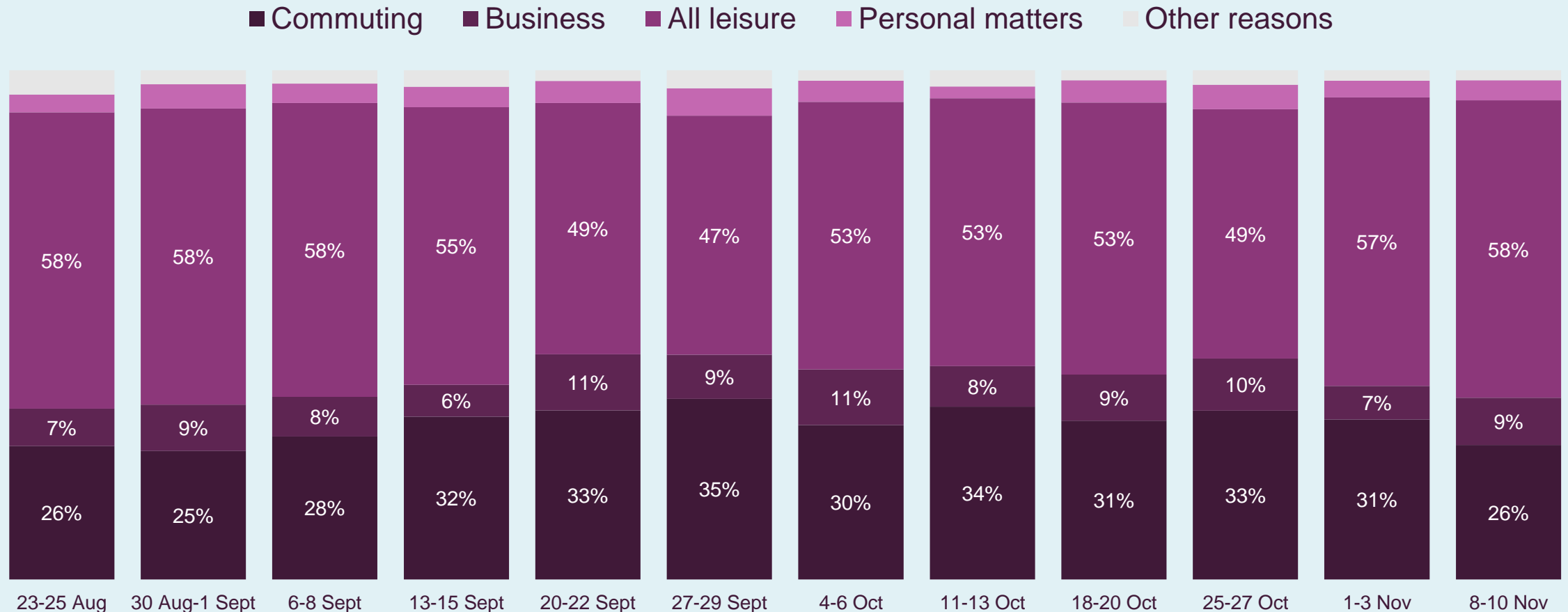


Work travel  
**9%**



Personal matters  
**4%**

# Main purpose of journey over time



2024

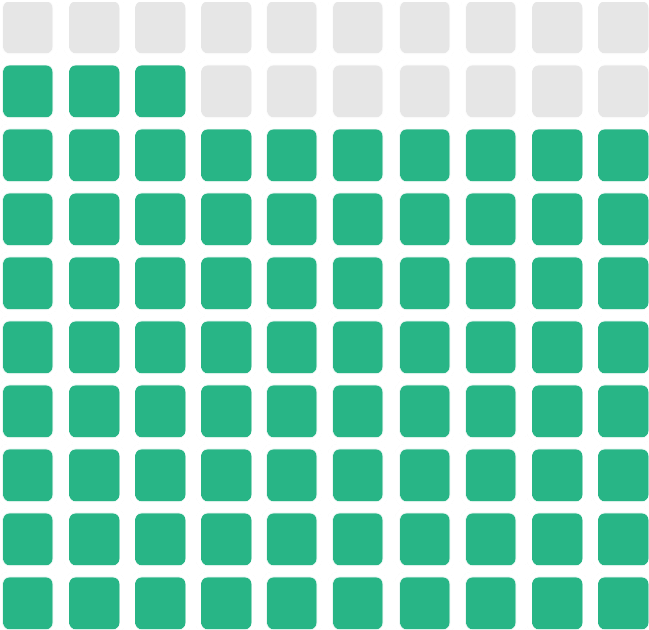
15 November 2024 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 326 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.



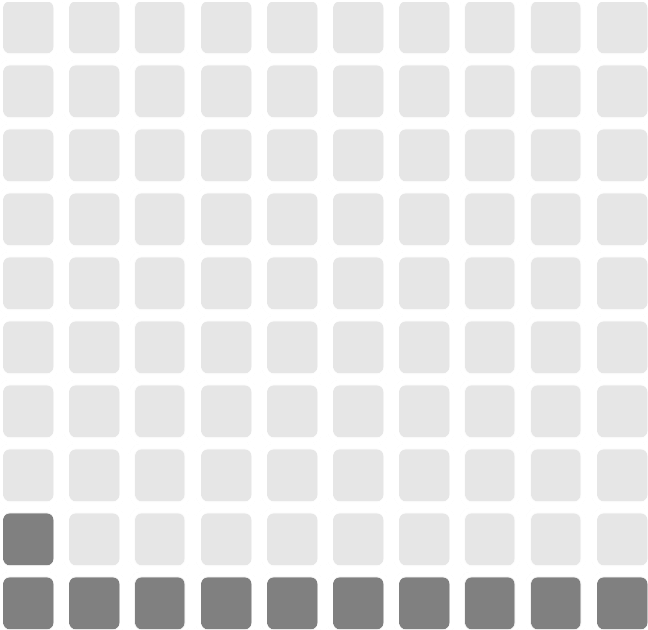
# Rail satisfaction



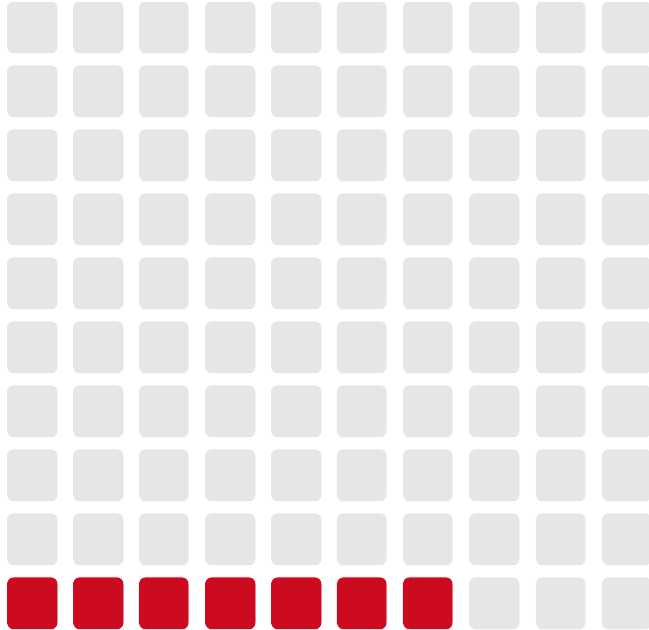
# Overall satisfaction with rail journey



83%  
satisfied



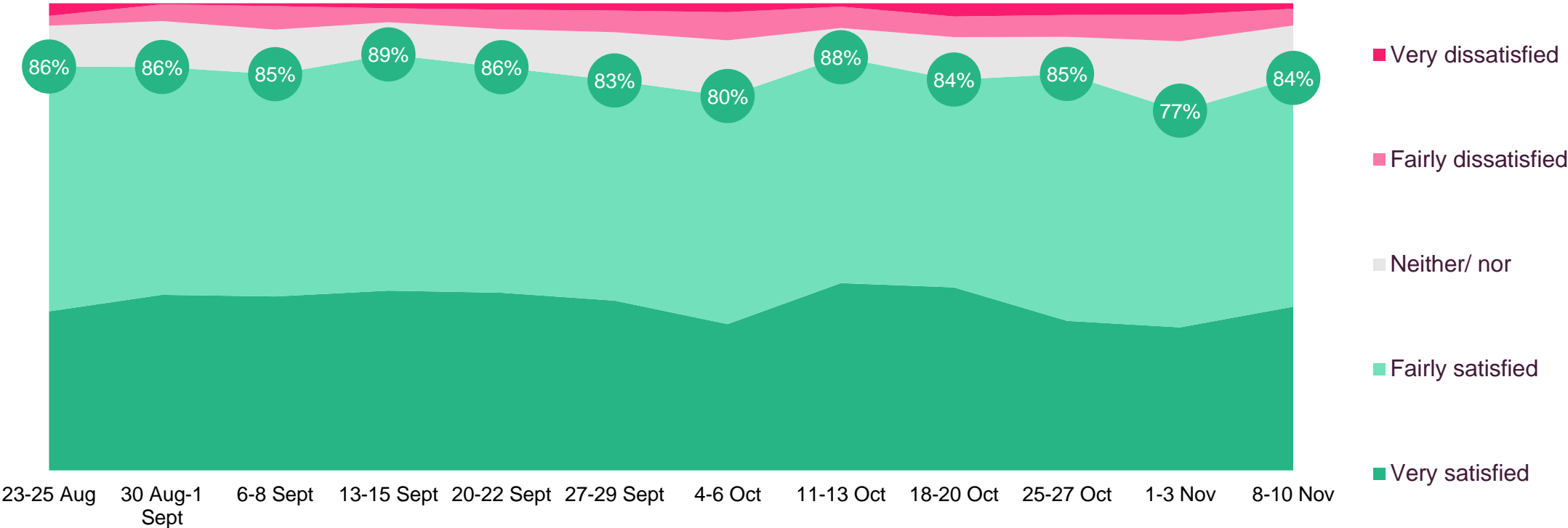
11%  
neither/nor



7%  
dissatisfied

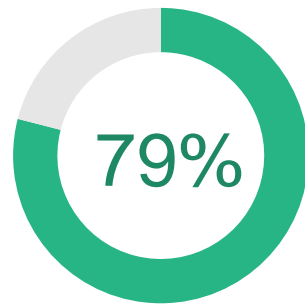
15 November 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1388.

# Overall satisfaction with rail journey

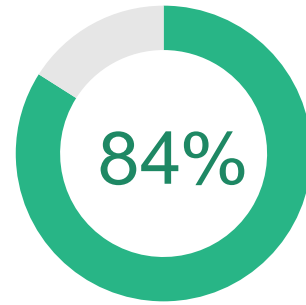


15 November 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 287 to 385

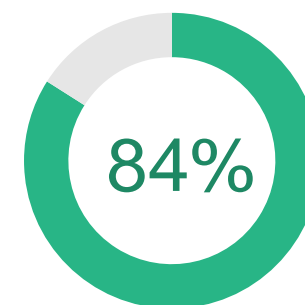
# Overall satisfaction by journey purpose, gender and age



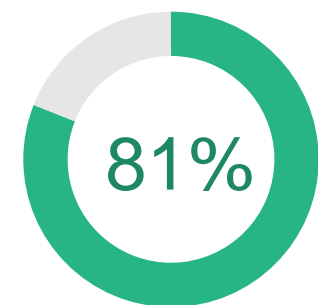
Commute



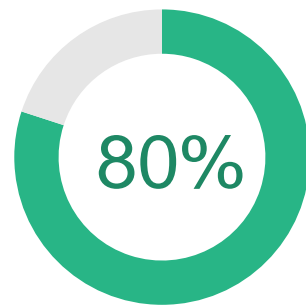
All leisure



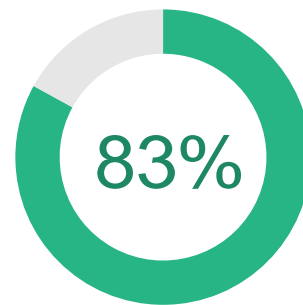
Men



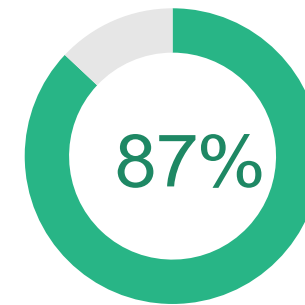
Women



Aged 18-34



Aged 35-54

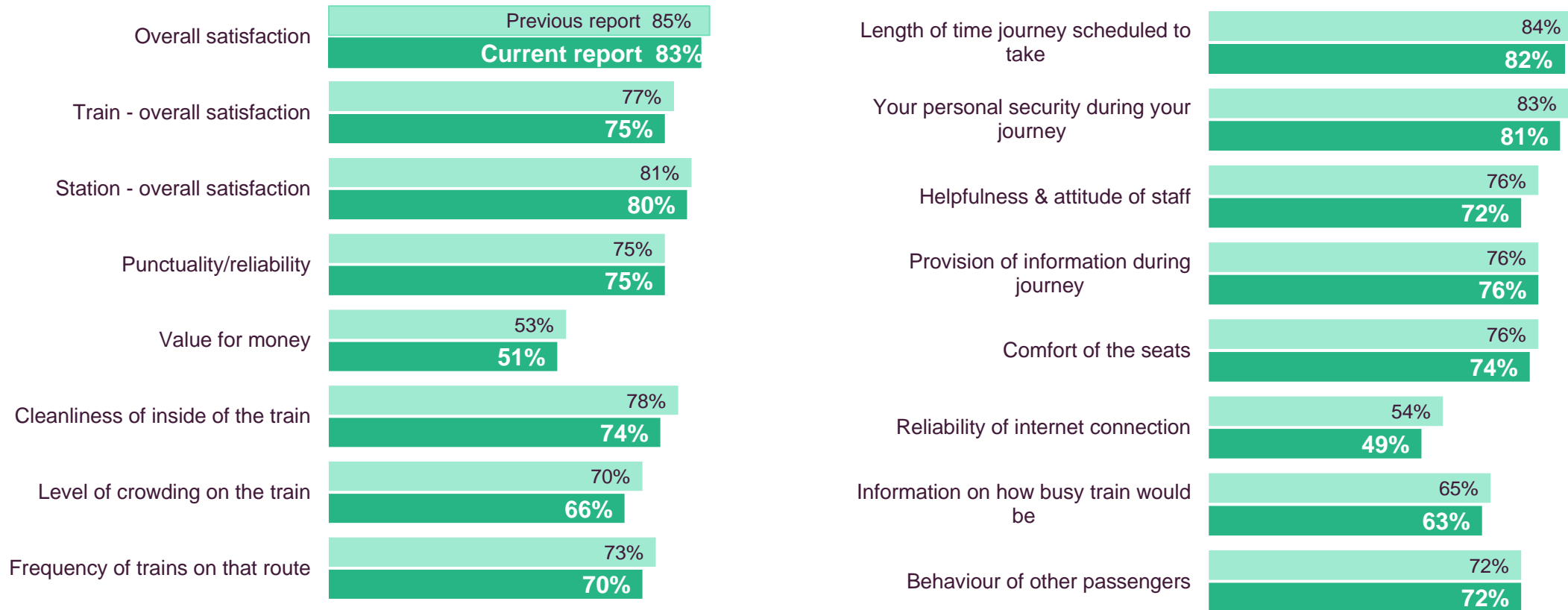


Aged 55 and over

15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base sizes vary by chart ranging between 348 and 776. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

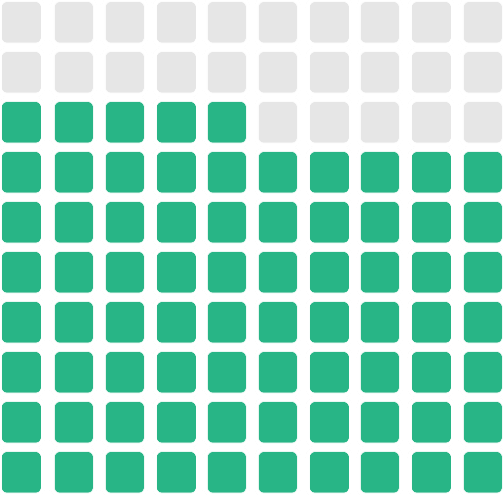
# Satisfaction with aspects of rail journey

# In general, the level of satisfaction with various aspects of the train journey has fallen on this occasion.

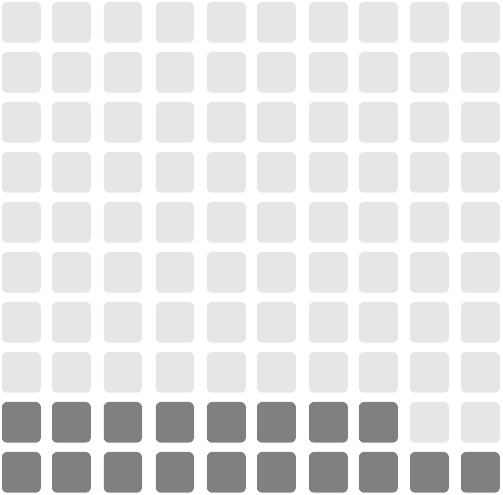


15 November 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 1048-1388, and previous report from 1004-1306.

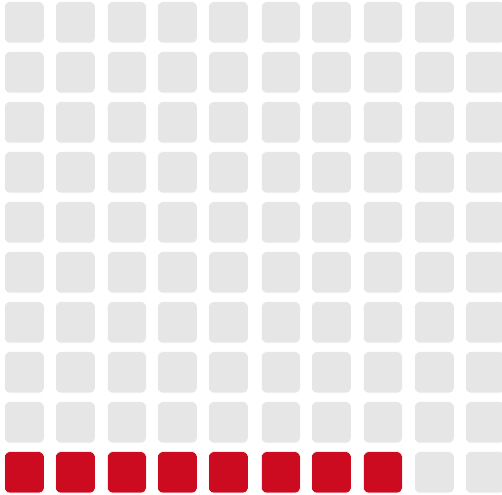
# Overall satisfaction with the train



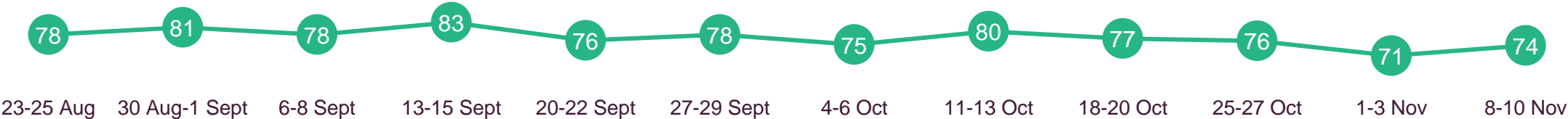
75%  
satisfied



18%  
neither/nor

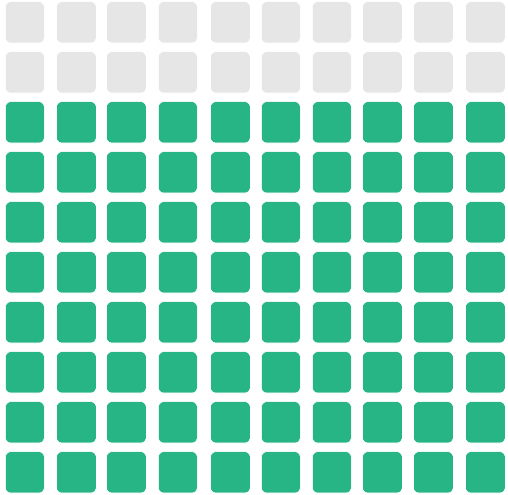


8%  
dissatisfied

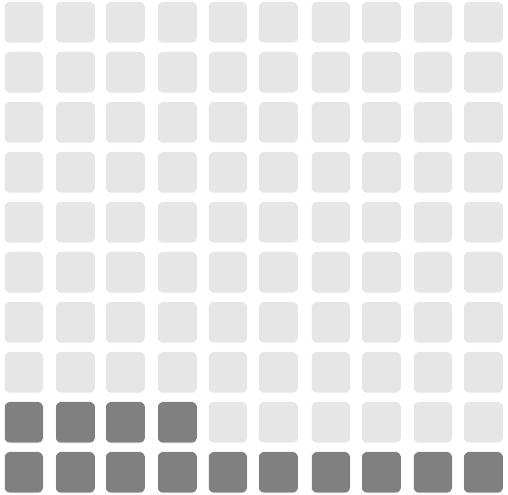


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1387; trend chart range from 287 to 385 per survey.

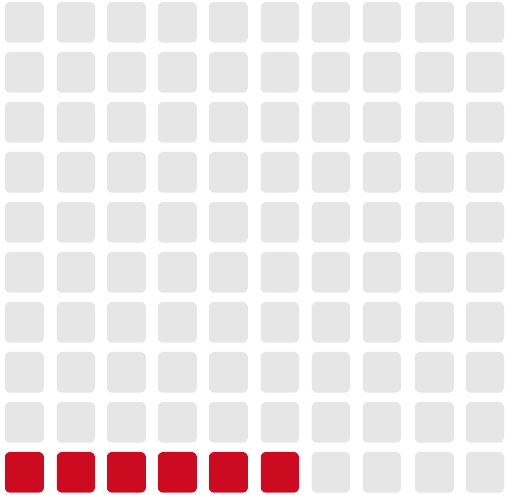
# Overall satisfaction with the station



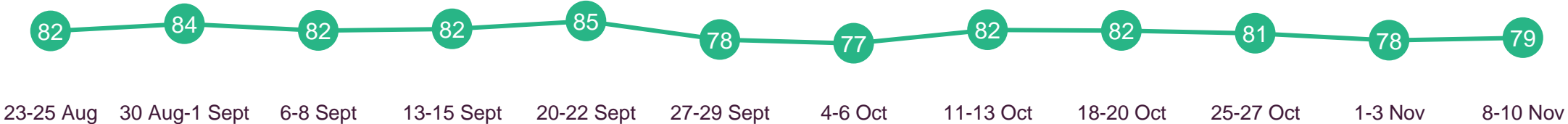
80%  
satisfied



14%  
neither/nor



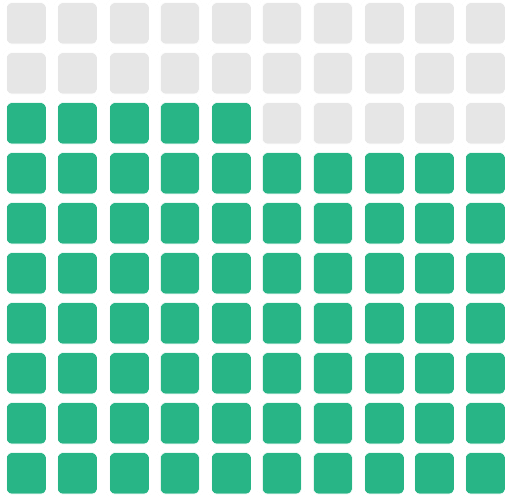
6%  
dissatisfied



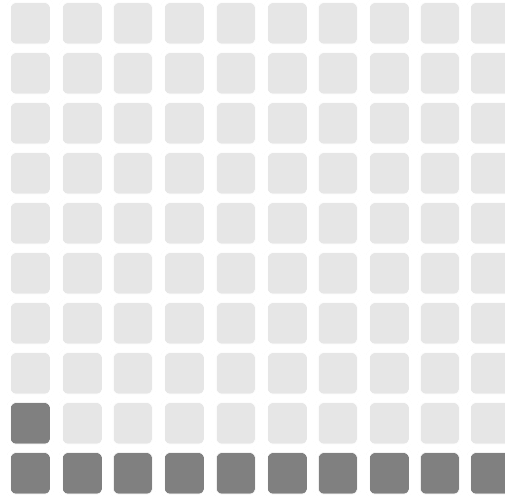
15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1385; trend chart range from 286 to 385 per survey.



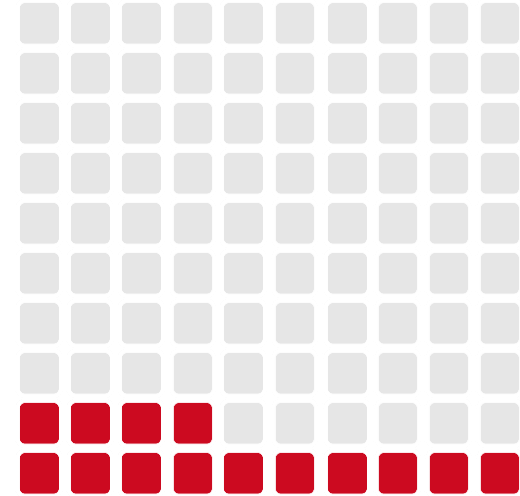
# Satisfaction with punctuality/reliability



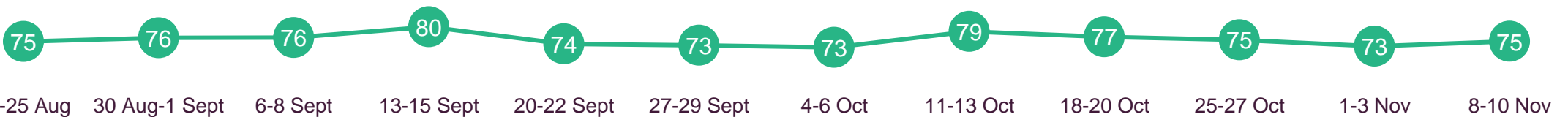
75%  
satisfied



11%  
neither/nor

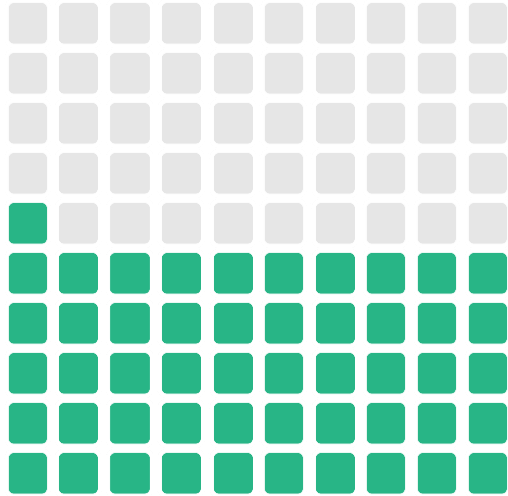


14%  
dissatisfied

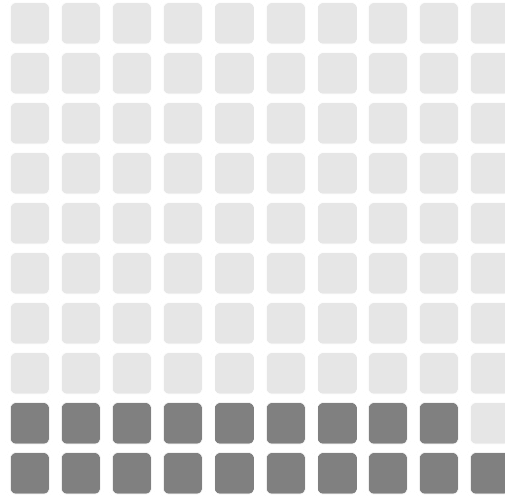


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1385; trend chart range from 286 to 385 per survey.

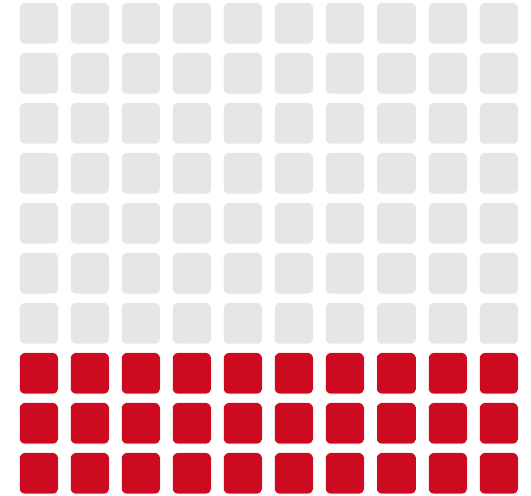
# Satisfaction with value for money



51%  
satisfied



19%  
neither/nor

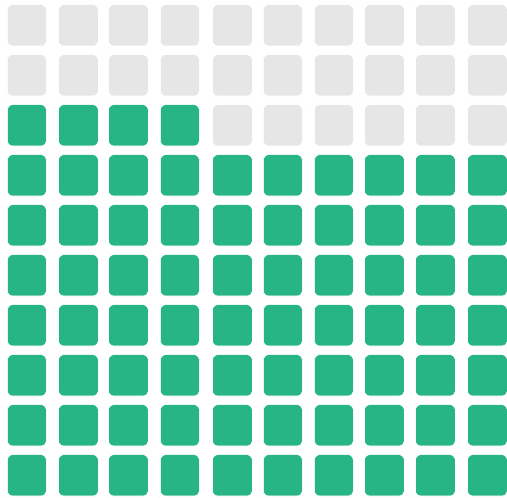


30%  
dissatisfied

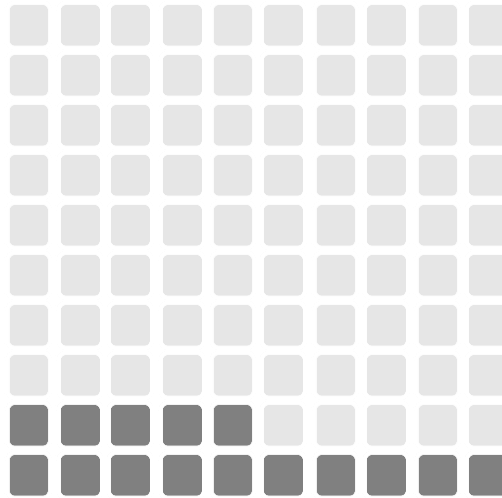


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1341; trend chart range from 278 to 374 per survey.

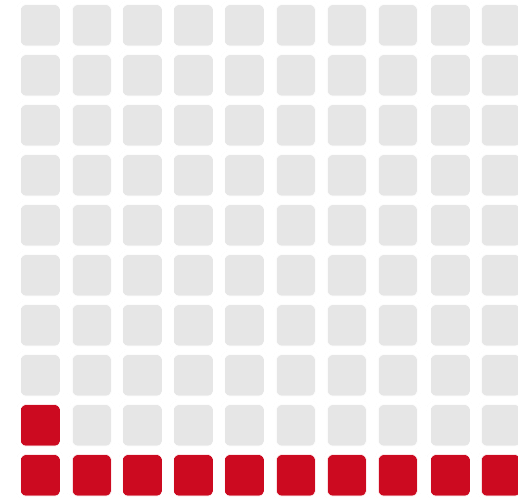
# Satisfaction with cleanliness of the inside of the train



74%  
satisfied



15%  
neither/nor

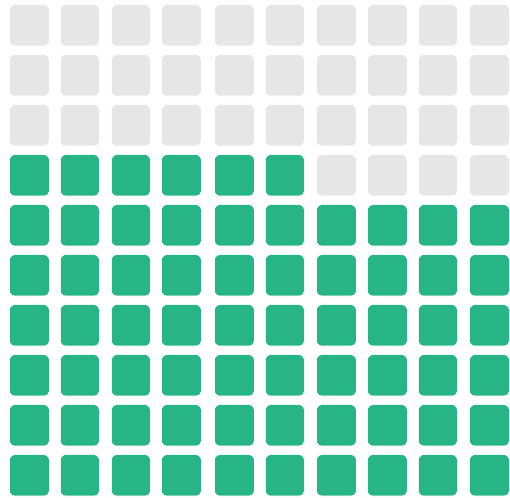


11%  
dissatisfied

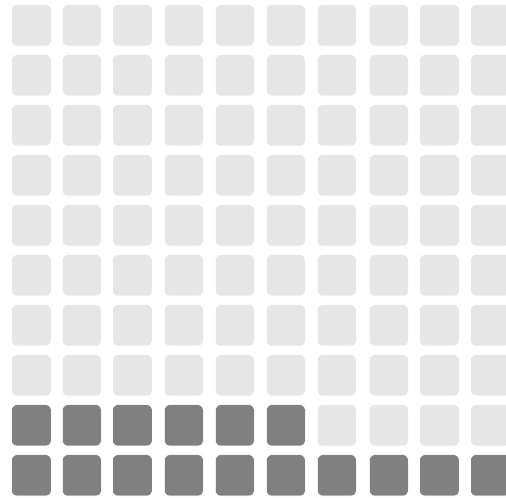


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1386; trend chart range from 287 to 385 per survey.

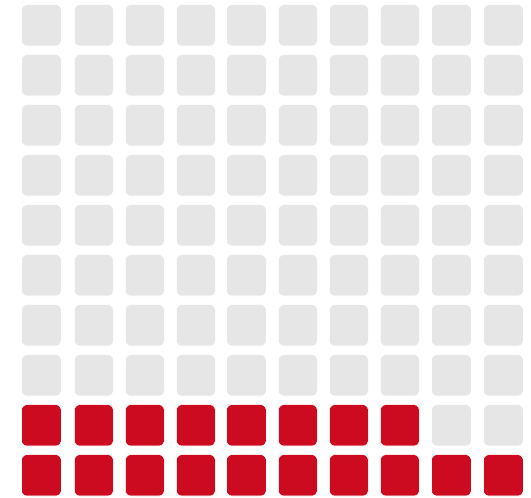
# Satisfaction with level of crowding



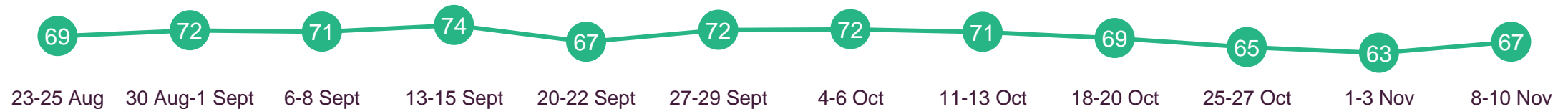
66%  
satisfied



16%  
neither/nor

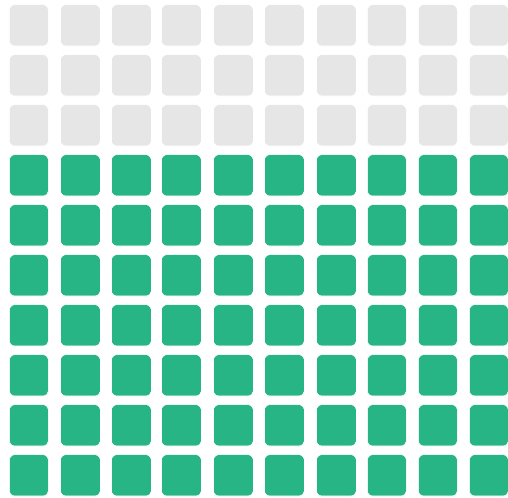


18%  
dissatisfied

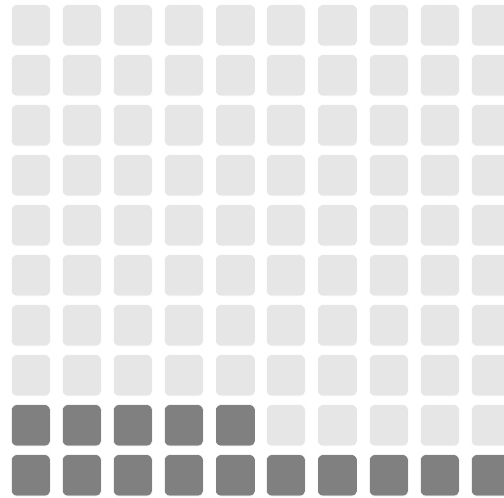


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1377; trend chart range from 286 to 380 per survey.

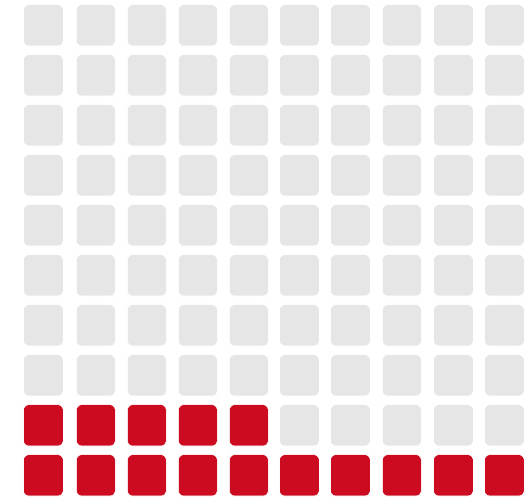
# Satisfaction with frequency of trains on that route



70%  
satisfied



15%  
neither/nor

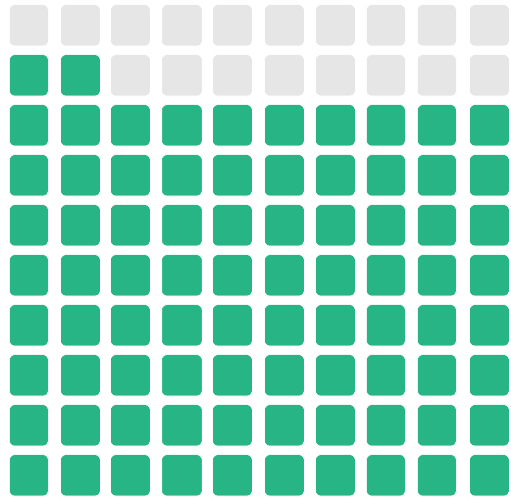


15%  
dissatisfied

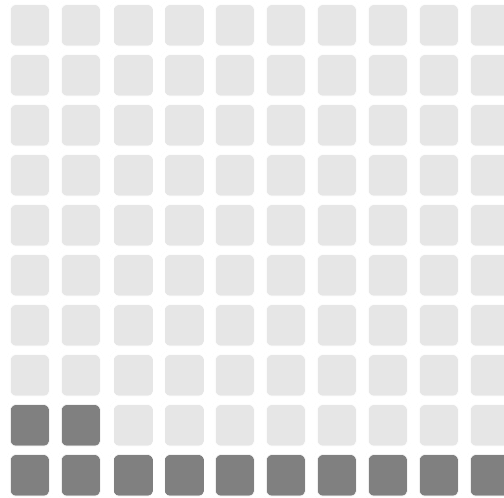


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1383; trend chart range from 285 to 385 per survey.

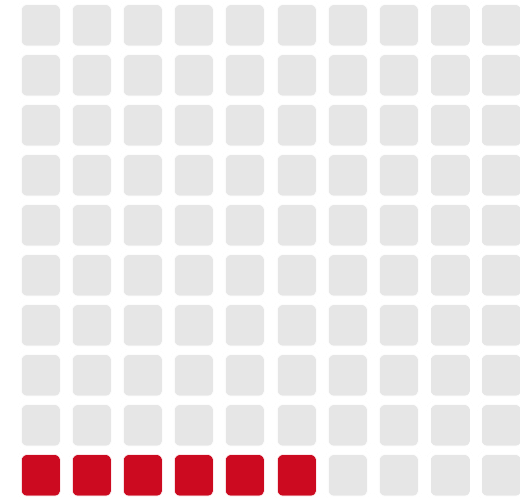
# Satisfaction with scheduled journey time



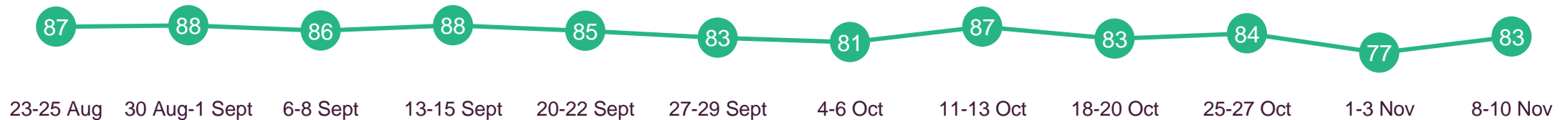
82%  
satisfied



12%  
neither/nor

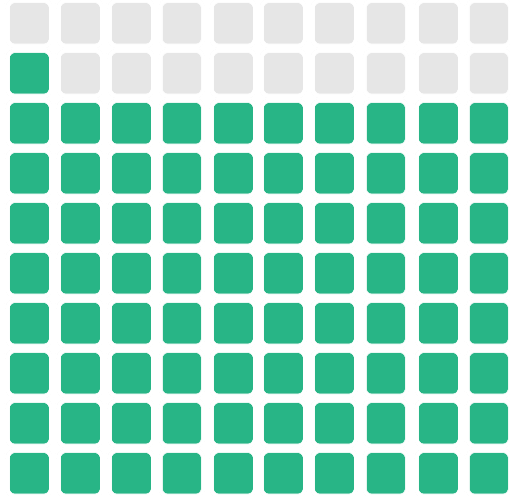


6%  
dissatisfied

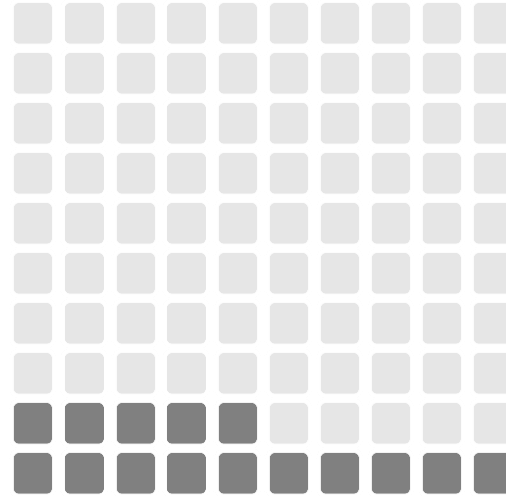


15 November 2024 report. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1386; trend chart range from 286 to 385 per survey.

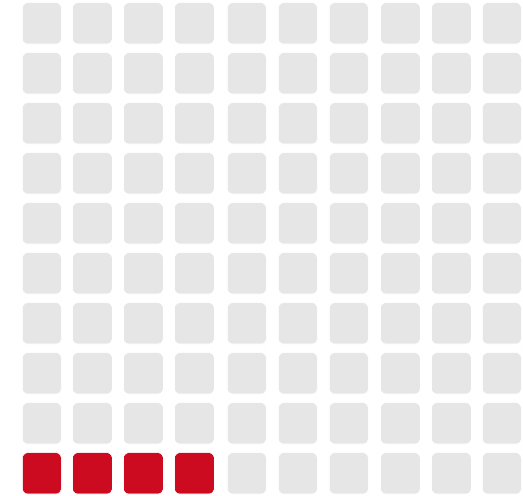
# Satisfaction with personal security



81%  
satisfied



15%  
neither/nor

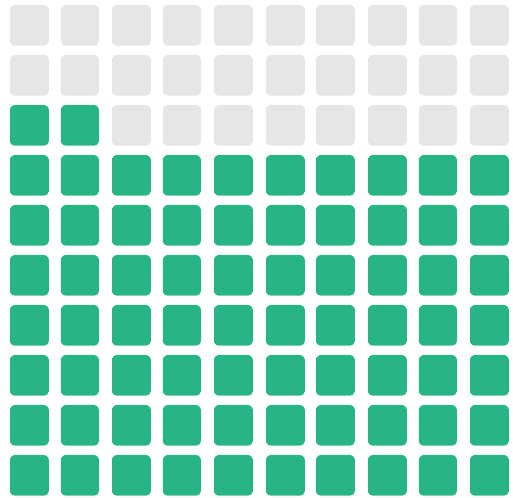


4%  
dissatisfied

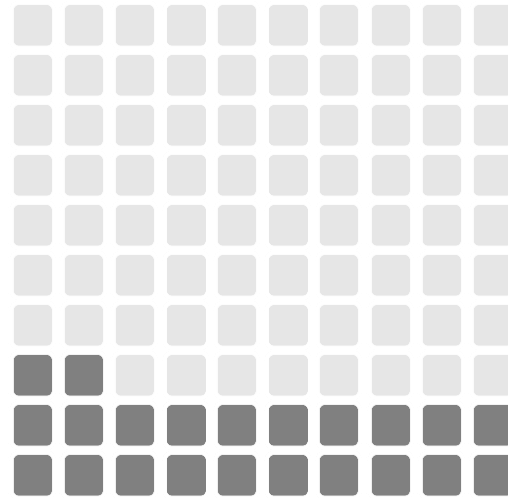


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1379; trend chart range from 283 to 384 per survey.

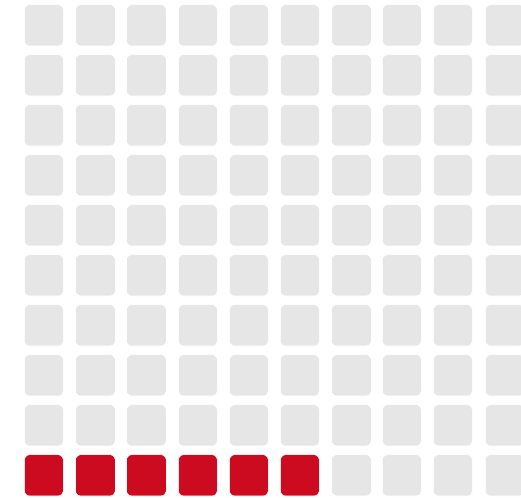
# Satisfaction with helpfulness and attitude of staff



72%  
satisfied



22%  
neither/nor



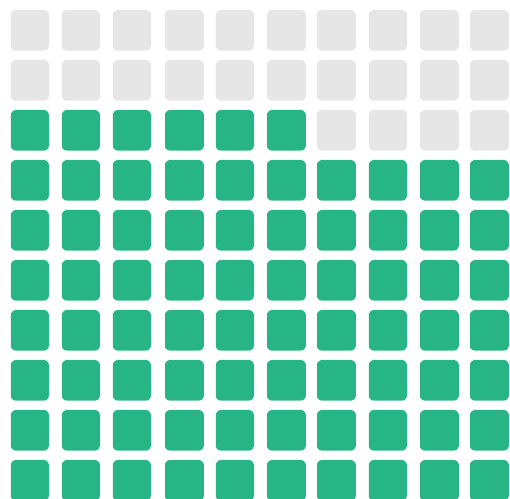
6%  
dissatisfied



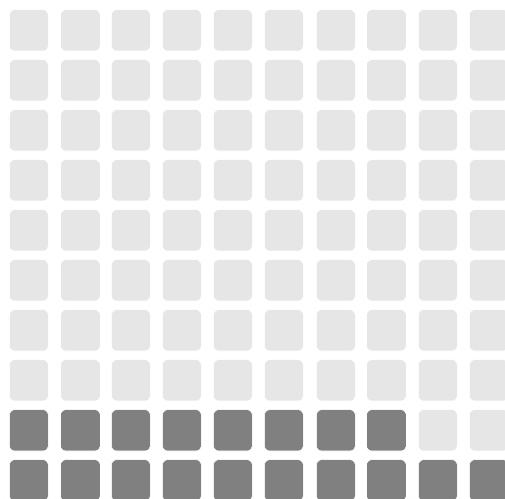
15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1127; trend chart range from 229 to 306 per survey.



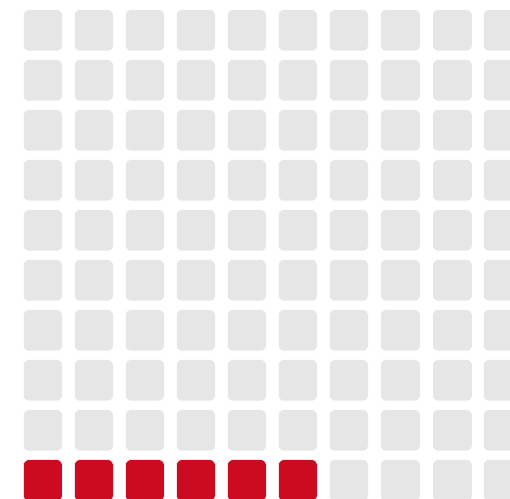
# Satisfaction with information provided during the journey



76%  
satisfied



18%  
neither/nor

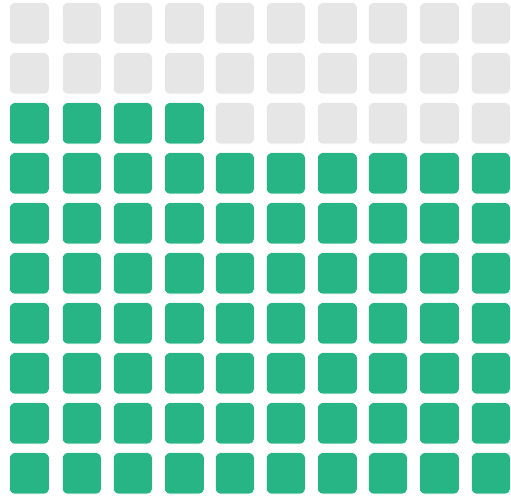


6%  
dissatisfied

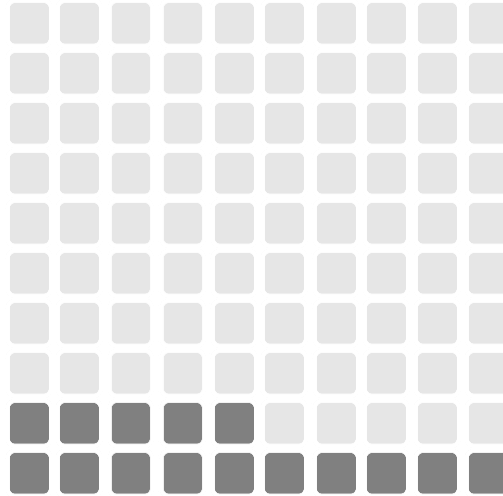


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1347; trend chart range from 275 to 372 per survey.

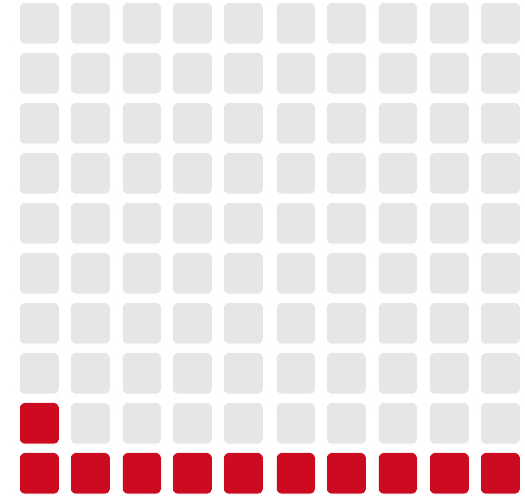
# Satisfaction with comfort of the seats



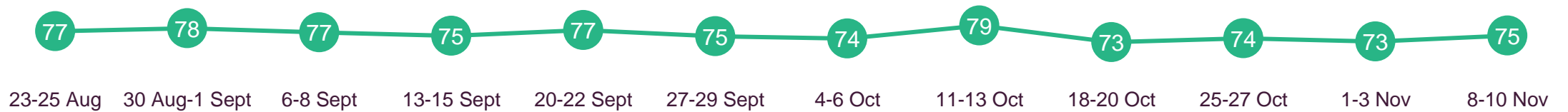
74%  
satisfied



15%  
neither/nor

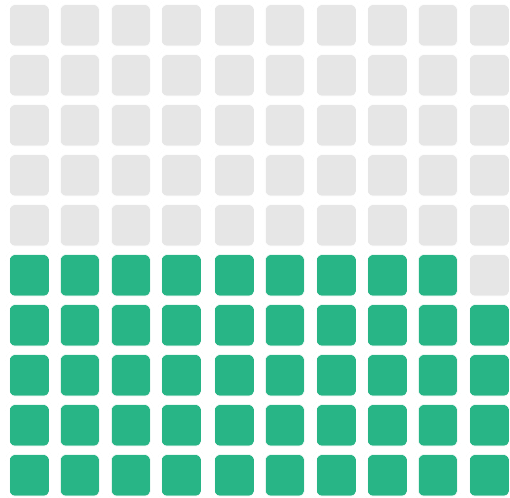


11%  
dissatisfied

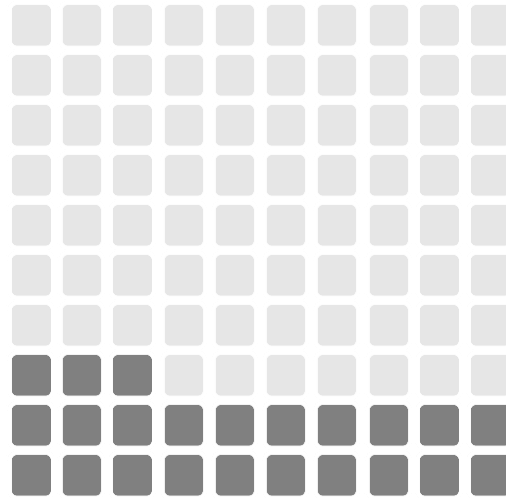


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1357; trend chart range from 279 to 380 per survey.

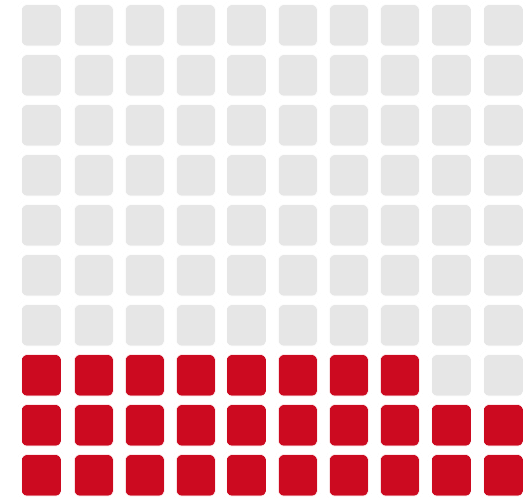
# Satisfaction with reliability of the internet



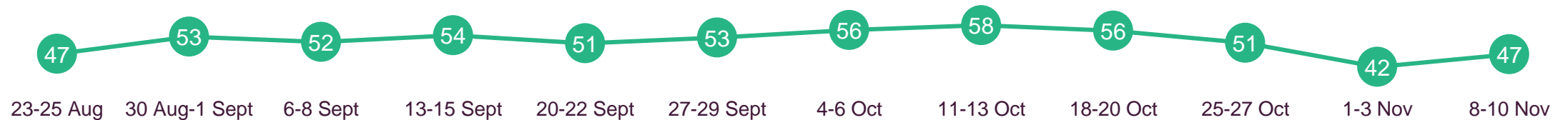
49%  
satisfied



23%  
neither/nor

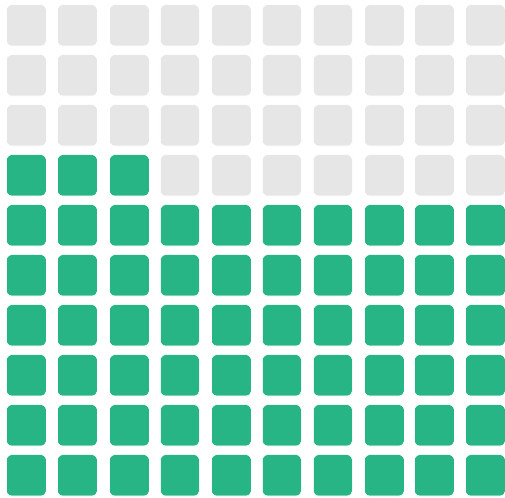


28%  
dissatisfied

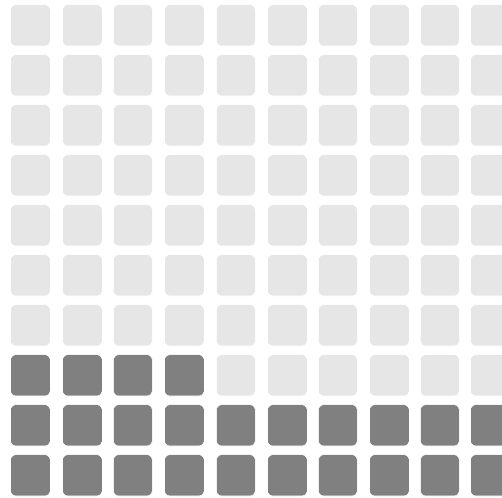


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1048; trend chart range from 199 to 290 per survey.

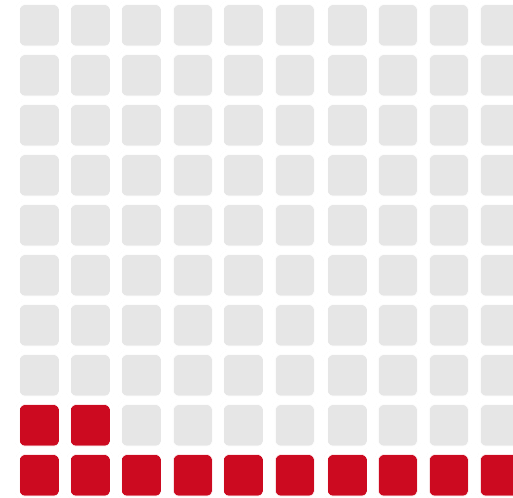
# Satisfaction with information on how busy the train was before travelling



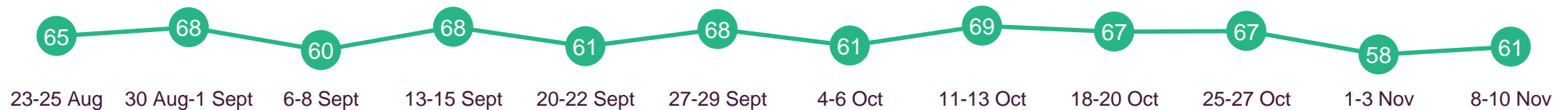
63%  
satisfied



24%  
neither/nor

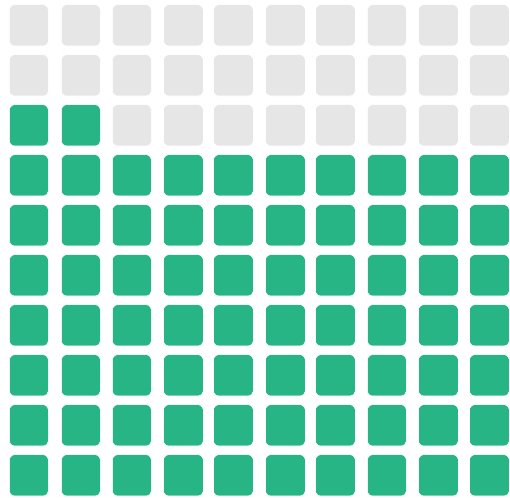


12%  
dissatisfied

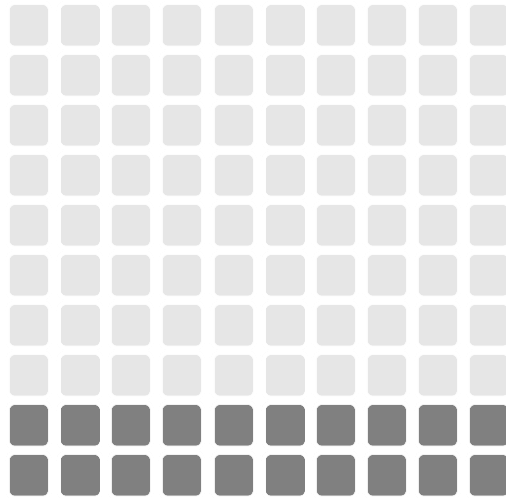


15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1197; trend chart range from 229 to 329 per survey.

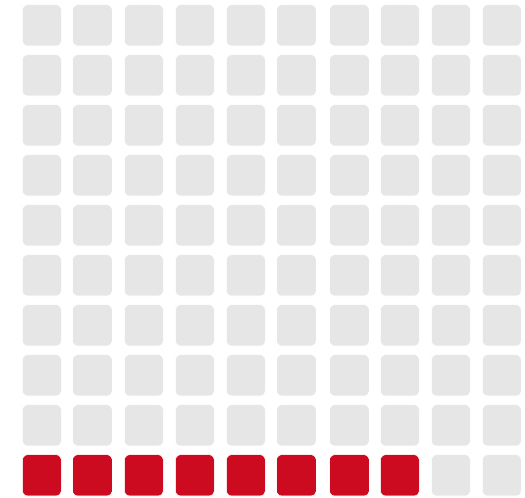
# Satisfaction with other passengers' behaviour



72%  
satisfied



20%  
neither/nor



8%  
dissatisfied



15 November 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1375; trend chart range from 284 to 381 per survey.

# What rail passengers are saying...



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Travelled from Euston to Liverpool Lime Street, the station was not great, train was late, and seats were dirty and uncomfortable.

Fairly dissatisfied, Avanti West Coast passenger

My last train journey was fine, very quick journey and the train was on time. The train however was very full.

Fairly satisfied, Great Northern passenger



The train was incredibly clean and to a good standard as it was a new train. The train was on time and the driver kept us informed with any delays.

Very satisfied, West Midlands Railway passenger

The train tickets are too expensive for what you get in return. Cramped, dirty seats, no ventilation. Trains come too infrequently. It's like being back in the 1970s. Trains are always either delayed or late. Wi-Fi never works.

Very dissatisfied, East Midlands Railway passenger



# Methodology and appendix

# Methodology

Transport Focus's Rail User Survey runs every weekend in Yonder Consulting's omnibus. In total, approximately 2000 people per survey are screened to identify those who have made a rail journey (excluding London Underground) in the last seven days and the purpose of that journey. Users then answer questions about satisfaction with their most recent journey. The total number of rail users each week is shown in the table with the dates of fieldwork.

We now report results every four weeks. Prior to 26 May, the survey ran every other weekend.

15 November 2024 report.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes those who say that the question is not applicable. The questions asked are on the next slide.

The omnibus survey asks questions about a variety of matters from a range of client organisations. Not all those interviewed through Yonder Consulting's omnibus are passengers on public transport.

Numbers may not add up to 100 per cent, due to rounding.

	Fieldwork dates	Response numbers
Wave 120	23-25 Aug	288
Wave 121	30 Aug-1 Sept	344
Wave 122	6-8 Sept	289
Wave 123	13-15 Sept	308
Wave 124	20-22 Sept	332
Wave 125	27-29 Sept	354
Wave 126	4-6 Oct	313
Wave 127	11-13 Oct	307
Wave 128	18-20 Oct	371
Wave 129	25-27 Oct	385
Wave 130	1-3 Nov	287
Wave 131	8-10 Nov	345



# Appendix: survey question text

Q. Individual satisfaction measures: Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with? Scale: very satisfied to very dissatisfied (not applicable is an option on all measures except overall satisfaction).

- a. This train journey overall
- b. The information on how busy the train would be before travelling
- c. The cleanliness of the inside of the train
- d. Helpfulness and attitude of staff
- e. Overall satisfaction with the station
- f. Punctuality/reliability (i.e. the train departing/arriving on time)
- g. Frequency of the trains on that route
- h. Length of time the journey was scheduled to take
- i. Level of crowding on the train
- j. The behaviour of other passengers
- k. Provision of information during the journey
- l. Comfort of the seats
- m. Value for money of your ticket
- n. Reliability of the internet connection
- o. Overall satisfaction with the train
- p. Your personal security during your journey.

# Contact Transport Focus

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[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

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Transport Focus is the independent  
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interests of:

- rail passengers in Great Britain
- bus, coach and tram users across  
England outside London
- all users of England's motorways and  
major 'A' roads (the Strategic Road  
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We work to make a difference for all  
transport users.

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